



Board Meeting Minutes

Wednesday, May 17th, 2006

1:30 PM

Location: TLC Classroom
(Tempe Public Library – lower level)

Facilitator: Gretchen Maynard

Members Present: Patty Hatvick, Lucy Morales, Barbara Lear, Dick Mickle, Carolyn Mills, Anna-Marie O'Brien, Mark Stodola, Lorinda Bush, Kevin Devery

Members Absent: Valerie Hernandez, Jeff Kulaga, Mitch Bycura, Carol Clark

TLC Staff Present: Gretchen Maynard, Wydale Holmes, Dawn Oliphant

Agenda Item 1: TLC's ASPA AWARD

- TLC presented the board with the 2006 American Society of Public Administration's Superior Service Award in the Academic category and thanked them for all their hard work and contributions.

Agenda Item 2: Roundtable

- Parks & Recreation: Two new Deputy Managers were hired, Travis Dray and Sam Thompson.
- Courts: Plan to coordinate with the Police Department on cross training non-sworn personnel to help better understand each department's processes. They are also addressing their high turnover and looking at employee retention. They have had several employees transfer to other city positions.
- Water: Reengineering their succession planning. They will have over 40% of their work force eligible to retire in the next year. They are looking into conducting a "Brown Bag" lunch to recruit employees into their area.
- Public Works: They will have at least 18 employees eligible to retire in the next year.
- Community Services: Working on providing professional development training for Librarians.
- Public Works: Creating a flex classification for the Custodian position. Will be putting new employees through a 4 day Public Works New Employee Orientation. Representatives from Public Works have been attending job fairs and outreach programs to recruit potential employees. PW is also exploring a certification program for custodial employees.
- Audit: Small department and working as a team to accomplish tasks.
- Community Development: They have full management support regarding training/education classes that are needed or desired.
- Financial Services: Provided the idea for Library staff to explore pursuing grants for travel to help pay for conferences and seminars.

Agenda Item 3: Tempe History Video

- TLC has been working with Community Development and Media Services in the production of a Tempe history video that will be useful to the many programs TLC provides.
- The new DVD will provide three things:
 - A historical and cultural overview of Tempe and the organization
 - Market the city's new slogan: "Tempe, Arizona...The Smart Place to Be_{sm} .
 - And promote "why we are here" for employees from all departments providing customer service to the citizens.

Agenda Item 4: TLC Advisory Board Appointments

- There are six Advisory board members who will be rotating off the board this July. Those members are: Lorinda Bush, Mitch Bycura, Carol Clark, Barbara Lear, Dick Mickle and Carolyn Mills.
- Gretchen asked that if anyone knows of an employee that would be interested in serving on the board to please send her the nomination.
- There are three members that volunteered to "shadow" the current CPM subcommittee in the CPM selection process. Those members are Lucy Morales, Kevin Devery and Anna Marie O'Brien.

Agenda Item 5: Customer Service Class/Contact Workshops

- TLC offered the first city-wide customer service class and it was piloted on Thursday May 4th, 2006 and received positive feedback. The next class is on June 14th, 2006.
- TLC sponsored three one hour "Contact" workshops for all employees. The turn out for each workshop was great!

Agenda Item 6: MST Reengineered Overview

- Wydale distributed a draft of the program descriptions for MST I/II. MST I will be a two day program and MST II will be a one day program. TLC will have concrete dates sets for these classes in the next couple weeks.
- Wydale provided the board with feedback of the MST Coaching pilot program that was conducted at TLC on May 9th, 2006.

Agenda Item 7: Break Out Work Sessions

- The subcommittees will reschedule work sessions for Marketing, CPMAC and MST Colors.

*****Next Advisory Board Meeting July 19th, 2006*****

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